

TERMS AND CONDITIONS

The terms "Buyer," "Authorized Reseller," and "Customer" as used herein, shall mean the party placing the purchase order with Scale Tech, Ltd.. No contractual relationship between Scale Tech, Ltd. and said party shall arise until such time as a purchase order has been accepted by Scale Tech, Ltd. and such acceptance has been indicated on a written acknowledgment. Tenders which do not stipulate an acceptance period shall not be binding. Orders shall be subject to Scale Tech, Ltd.' standard terms and conditions as printed below, subject to correction for clerical errors. These Sales Terms and Conditions shall be binding if declared applicable in the tender or in the order acknowledgement. Any conditions stipulated by the Buyer which are in contradiction to these Sales Terms and Conditions shall only be valid if expressly acknowledged by Scale Tech, Ltd. in writing.

1. Prices

(a) Scale Tech, Ltd. (ST) prices are net 30 days EX Works ST plant. Orders are subject to approval of our credit department with rights reserved to change or withdraw credit terms without notice and to terminate any orders when invoices for work done thereon have gone unpaid for sixty days.

(b) Prices do not include taxes of any kind by federal, state, municipality or other governmental authority, which ST may be required to collect or pay with respect to the sale or shipment of goods sold hereunder. Regardless of when any such taxes are determined or become payable, all taxes would be the responsibility of the Customer and would be in addition to the prices quoted hereon.

(c) This quotation is made upon the basis of the cost of materials and labor as of the date of this quotation. A change in such costs shall give us the right to alter our prices to reflect such changes in cost.

2. Shipment, Title, Risk of Loss

(a) All shipments are EX Works point of shipment. Title and risk of loss or damage passes to the Customer upon presentation of the goods to the Customer's carrier at ST's facility, except that title and risk of loss or damage as to Customer's partially manufactured parts and raw materials delivered to ST, and as to jigs, fixtures and tools specially ordered for Customer shall at all times remain with Customer.

(b) ST does not carry fire insurance upon jigs, fixtures and tooling built by us for Customers or supplied to us by Customers, nor does ST carry insurance upon raw materials supplied to ST by Customers. Customers assume all risk of loss, damage or destruction of jigs, fixtures, tooling or raw materials belonging to Customer in ST custody caused by fire, water, gas, acts of God, strikes, insurrection, riots or by acts of the civil or military authorities and whether or not such

loss, damage or destruction was the result of our negligence or misconduct or that of our agents or employees. Customer agrees to indemnify and hold ST harmless from all direct and consequential costs and damages resulting from such loss.

(c) Except as hereinabove stated, we agree to maintain all jigs, fixtures and tooling built by ST in working condition for their normal life only, except that our liability in this respect shall not extend more than one year after the completion of the most recent production order.

3. Quantity, Materials and Tolerances

(a) Unless dimensions are limited by a specific tolerance, it is understood that the production variations as published by us will be acceptable.

(b) ST will not be responsible for color, thickness variations, or flaws in sheets or parts from which fabrications are made, nor for other material variations beyond our control.

(c) ST assumes no responsibility for loss or damage occurring by reason of delay or inability to deliver caused by fires, strikes, accidents, embargoes, car shortages, delays of carriers, insurrection, riots, acts of the civil or military authorities, nor will we assume responsibility for any reason whatever for damages of any kind on account of failure to deliver at the time specified. Customer shall indemnify and hold ST harmless from all direct and consequential costs and damages resulting from such loss or delay.

(d) Unless otherwise specified, delivery of ten percent (5%) more or less of completed parts than the quantity specified shall constitute fulfillment of this order and any excess not exceeding 5 percent shall be accepted and paid for by Customer.

(e) In the event any raw material specified for incorporation into the product covered by this proposal shall become unavailable, ST shall notify Customer and Customer may direct ST to substitute available material for that originally specified, it being understood and agreed that Customer shall assume any and all consequences resulting from such substitution.

4. Patents

If this quotation covers parts made specifically for the Customer, Customer agrees to indemnify and hold ST harmless against any loss resulting from infringement of patents or trademarks, or from claims of such infringements and shall pay all legal and defense costs incurred by ST in the defense of such actions.

5. Software

Unless specifically otherwise stated, any and all software associated or part of any product sold, loaned on trial or demonstration to Customer is to be considered proprietary to ST. Customer agrees not to duplicate for distribution or to sell or distribute in any way without the prior written consent of ST.

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6. Changes And Cancellation: Rejection, Claims

(a) Orders placed with us are not subject to cancellation, change or reduction in amount, or suspension of deliveries except with our consent and upon terms that indemnify us against loss. Unless confirmed in writing, all verbal agreements are void.

(b) ST will not be responsible for changes in design, deliveries or other instructions, unless they are furnished in writing. Customer agrees to pay for all tooling charges caused by changes in design or specifications.

(c) Samples submitted shall be deemed approved unless written rejection is received within two weeks of submission.

(d) Manufactured parts will be shipped and billed as they are produced.

(e) Claims for shortage or rejections for defects must be made within ten days of receipt of goods. Credit will be rendered on such defective parts after we have had an opportunity to inspect them, provided they are returned to our factory, transportation charges prepaid, within thirty days, and provided they have not been altered or defaced in any way.

7. Tooling and Designing

(a) In consideration of the engineering service necessary in the designing of jigs, fixtures and tooling not being charged for, but being quoted on the basis of labor and material only, and not at their fair market value, such jigs, fixtures and tooling shall remain in our possession for at least one year. Thereafter the Customer desiring delivery of such jigs, fixtures and tooling shall pay an engineering charge of fifty percent (50%) of the original price of said jigs, fixtures and tooling and accept same as is.

(b) When requested, we will submit suggestions concerning design and construction of parts, but we will not accept responsibility of liability for the practicability of these suggestions if adopted by the Customer.

8. Delivery and Adjustment to Price

(a) If the Customer requests that the goods be manufactured and shipped on a date (or dates) earlier than originally agreed to by ST and Customer, and we agree to the earlier date (or dates), any increase in the cost of performance incurred by us resulting from earlier manufacture and shipment will be included in an adjustment of the purchase price to be made by us and will be paid by the Customer.

(b) Should shipments be held beyond scheduled date for convenience of the Customer, goods will be billed and charges will be made for warehousing, trucking, and other expenses incident to such delay. Reasonable and sufficient care is taken by us in crating its goods. ST cannot be held responsible for breakage after having received "in good order" receipts from

the transportation carrier. All claim for loss and damage must be made by Customer to the carrier, but we will assist insofar as practical in securing satisfactory adjustment of such claims.

9. Payment and Liens

(a) All invoices shall be due and payable when submitted for payment in accordance with the revisions of ST terms. No withholding of funds, back charges or credits against amounts otherwise due ST will be permitted unless specifically agreed to in writing by us. Settlement of any amounts due Customer will be negotiated as separate items and not as offsets against amounts otherwise due ST from Customer for products sold hereunder.

(b) Any unpaid account for work done shall constitute a lien on any jigs, fixtures, manufactured parts, and raw materials in ST possession. In the event any account remains open and unpaid for ninety days, ST reserves the right to use the Customer's jigs and fixtures to make parts therefrom, and to sell or dispose of manufactured parts and raw materials.

(c) Customer shall not assign or transfer any rights or obligations arising from this proposal, or monies payable thereunder, without the prior written consent of ST, and any such assignment or transfer made without such written consent shall be deemed null and void.

10. Additional Provisions

(a) Errors—Stenographic and clerical errors are subject to correction.

(b) These terms and conditions constitute the entire contract between Customer and ST, transcending any oral arrangements or representations which may be inconsistent therewith.

(c) This quotation is made under and shall be governed by the laws of the State of Ohio.

11. Resale of Scale Tech, Ltd. Products

In order to ensure compliance with the U.S. Export Administration Regulations we ask you to comply with the following:

(a) The Customer shall not export or re-export Scale Tech, Ltd. Weighing System products, either directly or indirectly, in contravention of any applicable law, statute or regulation and will first obtain any required licenses or authorizations from the relevant government authority when necessary as prescribed by law.

(b) The Customer confirms that it is familiar with and complies with the relevant national and international export control regulations and embargo regulations. The Customer furthermore confirms that it is in particular familiar with and complies with the U.S. Department of Commerce, Export Administration Regulations; U.S. Department of Treasury, OFAC Sanctions; the U.S. Department of Defense, ITAR requirements and the U.S. Department of State regulations.

(c) If deemed necessary, Scale Tech, Ltd., in individual cases may make further requests from

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the Customer for information required for export compliance. (d) Should it be necessary for the Customer to obtain an export license from the appropriate authorities pursuant to the aforementioned regulations, the Customer shall apply for such a license autonomously and at their own expense. The foregoing warranties are exclusive and in lieu of all other express and implied warranties whatsoever, including but not limited to implied warranties of merchantability and fitness for a particular purpose. ST shall not be subject to any other obligations or liabilities whatsoever with respect to parts manufactured or supplied by ST or services rendered by it. Anything herein to the contrary notwithstanding, ST shall not be liable for incidental and consequential damages, and in substitution for all remedies which Customer may have under any applicable law. Customer's sole and exclusive remedy against ST for any breach of warranty or any other breach relating to goods delivered pursuant hereto shall be for repair or replacement (at ST's option) of the goods or parts effected by such breach.

Warranties

Standard Product Limited Warranty Scale Tech, Ltd. (Scale Tech, Ltd.) warrants that all Scale Tech, Ltd. Supplier equipment and systems properly installed by an Authorized Reseller or Original Equipment Manufacturer (OEM) will operate per written specifications as confirmed by the Authorized Reseller/OEM and accepted by Scale Tech, Ltd.. All systems and components are warranted against defects in materials and workmanship for one (1) year from the date of shipment from Scale Tech, Ltd., unless otherwise stated in the product catalog or manual. Scale Tech, Ltd. warrants that the equipment sold hereunder will conform to the current written specifications authorized by Scale Tech, Ltd.. Scale Tech, Ltd. warrants the equipment against faulty workmanship and defective materials. If any equipment fails to conform to these warranties, Scale Tech, Ltd. will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

— Upon discovery by Customer of such non-conformity Scale Tech, Ltd. will be given prompt written notice with a detailed explanation of the alleged deficiencies.

— Individual electronic components returned to Scale Tech, Ltd. for warranty purposes must be packaged to prevent electrostatic discharge (ESD) damage in shipment. Packaging requirements are listed in the publication, "Protecting Your Components From Static Damage in Shipment," available from Scale Tech, Ltd. Equipment Return Department.

— Examination of such equipment by Scale Tech, Ltd. confirms that the non-conformity

actually exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, or improper testing. Scale Tech, Ltd. shall be the sole judge of all alleged non-conformities.

— Such equipment has not been modified, altered, or changed by any person other than Scale Tech, Ltd. or its duly authorized repair agents.

— Scale Tech, Ltd. will have a reasonable time to repair or replace the defective equipment. Customer is responsible for shipping the product to Scale Tech, Ltd.. Scale Tech, Ltd. is responsible for shipping the product back to the Customer.

— In no event will Scale Tech, Ltd. be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will Scale Tech, Ltd. be liable for the cost of any repairs made by others.

— On all intrinsically safe equipment, any field repair or modifications voids any and all warranties expressed or implied and void F.M. approval.

— Any loose hardware, screws, washers or non-ESD bags of hardware stored inside indicator will void warranty. This could cause harm to repair technician or damage CPU board

— If just the board is sent in for repair, the serial number of the product the board is from should accompany the board These warranties exclude all other warranties, expressed or implied, including without limitation warranties of merchantability or fitness for a particular purpose. Neither Scale Tech, Ltd. nor Authorized Reseller will, in any event, be liable for incidental or consequential damages at the point of use.

Scale Tech, Ltd. and Customer agree that Scale Tech, Ltd.' Sole and exclusive liability hereunder is limited to repair or replacement of such goods. In accepting this warranty, the Customer waives any and all other claims to warranty. Should the seller be other than Scale Tech, Ltd., the Customer agrees to look only to the seller for warranty claims. No terms, conditions, understanding, or agreements purporting to modify the terms of this warranty shall have any legal effect unless made in writing and signed by a corporate officer of Rice Lake and the Customer. Custom Software Limited Warranty Scale Tech, Ltd. (Scale Tech, Ltd.) warrants that

(a) the software will perform in accordance with the specification and accompanying written endorsement by the Customer for a period of ninety (90) days from the date of receipt;
(b) any hardware accompanying the software will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of shipment from Scale Tech, Ltd.; and

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(c) Customer should perform inspection and testing of software products prior to installation. This Limited Warranty is void if failure of the software or hardware has resulted from accident, abuse, misapplication, or incorrect Customer specification. Any replacement software will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. If the software fails to conform to these warranties, Scale Tech, Ltd. will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

— Upon discovery by Customer of such non-conformity, Scale Tech, Ltd. will be given prompt written notice with a detailed explanation of the alleged deficiencies.

— Examination of software by Scale Tech, Ltd. confirms that the nonconformity exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, improper testing, or incorrect Customer specification. Scale Tech, Ltd. shall be the sole judge of all alleged non-conformities.

— Scale Tech, Ltd. will have a reasonable time to repair or replace the software. Customer is responsible for shipping charges both ways.

— In no event will Scale Tech, Ltd. be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will Scale Tech, Ltd. be liable for the cost of any repairs made by others. These warranties exclude all other warranties, expressed or implied, including without limitation warranties of merchantability or fitness for a particular purpose. Neither Scale Tech, Ltd. nor Authorized Reseller will, in any event, be liable for incidental or consequential damages at the point of use. Scale Tech, Ltd. and Customer agree that Scale Tech, Ltd.' Sole and exclusive liability hereunder is limited to repair or replacement of such goods. In accepting this warranty, the Customer waives any and all other claims to warranty. Should the seller be other than Scale Tech, Ltd., the Customer agrees to look only to the seller for warranty claims. No terms, conditions, understanding, or agreements purporting to modify the terms of this warranty shall have any legal effect unless made in writing and signed by a corporate officer of Scale Tech, Ltd. and the Customer.

Return Policies

Our commitment to our Customers states that if any standard product purchased from Scale Tech, Ltd. does not work, or if the incorrect product is shipped, return it in its original shipping carton with all accessories "in like new condition" for full credit or replacement within 30 days of purchase. Electronic components returned to Scale Tech, Ltd. must be properly packaged to prevent electrostatic discharge (ESD)

damage in shipment. Packaging requirements are listed in the publication, "Protecting Your Components From Static Damage in Shipment," available online or from our Returns Department. This policy and the 30-day limit also apply to any products drop-shipped directly from the manufacturer. Please note that if an incorrect quantity of product was shipped, Scale Tech, Ltd. must be contacted within 10 days of the purchase. Upon notification, we will immediately correct the situation. A restocking charge will apply if equipment is not in likenew condition. The restocking charge is directly proportional to the amount of time and material required to return the item to resalable condition—we will make every effort to do this quickly and economically. Equipment that has been abused and/or shows signs of excessive wear and cannot be reconditioned and resold will not be accepted for return or credit after excessive wear or has been modified. As Applied to Drop Shipments All Scale Tech, Ltd. return guidelines apply to products drop-shipped directly from the manufacturer. If a perceived error occurs, Scale Tech, Ltd. will investigate to the best of our ability to determine if the error occurred prior to shipping, during shipping, or at the end user site. If our records and subsequent investigation indicate that the shipment was correct when it left our factory, our responsibility extends only to the Authorized Reseller, not their end user. Our standard product warranty notes that our coverage extends only to equipment and systems properly installed by an Authorized Reseller.

Test Weights

All weights returned for credit will be assessed a restocking charge because of the required inspection and verification. Credit is not allowed for serialized weights, calibration or traceable services performed on weights.

Balances

Balances returned for credit within 30 days of purchase may be subject to a restocking fee if assessed by balance manufacturer.

Carrier Product Damage

As part of our commitment to customer satisfaction and in accordance with ISO 9001 standards, we make every attempt to pack our products so they will arrive in new condition. Occasionally due to rough handling or carelessness, product may arrive in a damaged condition. When this happens, don't assume that the shipment left Scale Tech, Ltd. in that condition or that the original packing was not sufficient. The receiver, whether it is the Authorized Reseller or their Customer, is responsible for making a notation of damaged or missing items when signing the carrier's delivery receipt. If you or your Customer are not sure whether or not there is damage, we suggest adding a statement "CONDITION UNKNOWN" to the delivery receipt. In the event that damage or

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missing items are not properly documented at time of receipt, the carrier is relieved of responsibility and the receiver is then responsible for the cost to get the product back to new condition. After the damage or shortage has been properly noted with the carrier, contact Scale Tech, Ltd. immediately and keep all the original packaging material for inspection by the carrier's representative. It is also helpful in the claim process to take pictures of the condition of the packaging and damage. When drop-shipping items to your Customers, it is imperative that you advise them of their responsibility in accepting shipments from common carriers. Even if the equipment is not expected to be installed or used for a period of time, the shipment must be inspected at time of receipt in order to preserve their rights for making a claim.

How to Prepare a Balance for Shipment

The best and most effective method for shipping a balance at any time and for any reason is to use the original manufacturer's packaging materials and subsequently double box it as described below. Teach your Customers to retain the packing set. Please remember that due to the nature of the equipment, new packaging materials can be very expensive. In the event that the original manufacturer's packaging materials are not available, follow these instructions for top loading balances.

1. Remove the weighing platform cover, support buttons, weighing platform, floor plate, and other devices installed in the weighing chamber. Pack these pieces individually in bubble wrap and tape the wrapping closed. Follow this same procedure for AC adapters and power cords. Please note that AC adapters and power cords are necessary to adequately evaluate the problem.
2. Examine the device (refer to the operating instructions) and if necessary, re-install or tighten any shipping screws/retaining devices to prevent damage to the weighing mechanism during shipment.
3. If the floor plate is not removable, ensure it is securely in place and cannot come loose during shipment, even if the balance is inverted. Do NOT invert the balance to test the security of the floor plate.
4. Clean the device of any loose debris or potential contaminants to our testing facility.
5. Prepare and sign a Statement of Decontamination (form #0679). This form MUST be included in a separate packing list envelope on the outside of the box with the "Statement of Decontamination Form" statement clearly visible.
6. Using scotch tape or "speed" tape, tape all the glass doors on the device CLOSED. Be sure the tape is securely affixed and will not come off during shipment. Please note that on some devices, the glass breeze break around the weighing chamber can actually be disassembled and packed separate prior to shipment. Refer to

the manufacturer's operating instructions. If this is a feature of the device being return, disassemble the breeze break and pack it in its own packing material and box.

7. Use a large box that will provide a minimum of 3 inches of space around the device for loose-fill packing material.
8. Place a padding of foam or Styrofoam (at least 1" thick) at the bottom of the box.
9. Place the balance in a large plastic bag and seal the bag closed.
10. Please put the device on top of the foam padding or Styrofoam from step 8 above.
11. Insure that there is at least three (3) inches of clearance between the top of the balance and the top of the box.
12. Using generous amounts of anti-static loose-fill packing material, fill all the spaces around the balance. Shake the box to cause the material to settle and add additional loose fill as necessary.
13. Place the small box containing all the items from step 1 above on top of the loose fill covering the balance. Add additional loose fill to completely cover all items within the box.
14. Double pack this box in another box that will again provide an additional 2 inches of space around the inner box. Fill all existing space between the inner and outer box with copious amounts of anti-static loose fill packing material.
15. Seal the box and include all the necessary documentation on the outside of the box. Don't forget the Decontamination Form (form #0679) from step 5 above.

Repair Service Policies

Our Service Department is staffed Monday through Friday from 7:30 A.M. to 3:30 P.M., and 24 hour service available. For those utilizing the conveniences of the internet, we have an e-mail address dedicated to technical support. Please contact us at generalmail@scaletech.com for answers to your technical questions and the status of repair products during normal business hours.

Standard Repair Service Policy and Rates

We provide quality and timely repairs for the products we sell. Flat rate repair is offered for selected models of indicators, printers, and remote displays. Prior to returning a product for repair, our Returns Department will work with you to determine some key factors that will help us better serve you. Please provide the following via phone or email.

— Ship-to Address: Your customer number will bring up the bill-to address. You must inform us of the ship-to address if it's different than the bill-to address.

— Original Sales and Invoice Orders: Required on warranty claims.

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■ Freight Type: Unless stated otherwise, we ship the device back to you utilizing the same freight type in which we received it. If Scale Tech, Ltd. is responsible for freight charges, the carrier will be selected at the sole discretion of Scale Tech, Ltd..

— Definition of Product and Problem: Please provide as much detail as possible regarding the type of product, application, and problem.

— Purchase order number for flat rate repair: Once we receive the equipment and the RMA, equipment for flat rate repair will be processed immediately. Other equipment will be evaluated and a minimum \$95 evaluation charge will apply. You may be asked about the possibility of a new replacement product. It may be in your Customer's best interest to explore the option of purchasing a new product if the repair will exceed 50% of Authorized Reseller net price, since new products carry full warranty benefits. Please note that our hourly service rate on all current Scale Tech, Ltd. products is \$55.00/hour suggested list price. There is a 120- day limited warranty on parts and workmanship performed and noted under the scope of the specific repair.

Balance Repair Policy and Rates

We offer repair support on the following balance models:

- All brand models
- All Ohaus models distributed by Scale Tech, Ltd.
- All Sartorius models distributed by Scale Tech, Ltd.
- All Accu-Lab models distributed by Scale Tech, Ltd.
- Analytical balance service repair.

Once we receive the equipment and the RMA form, an estimate will be prepared.

A minimum charge of one hour will apply.

Please note that the hourly service rate on all balances is \$65.00/hour suggested list price. All balance repairs are covered by a 90-day limited warranty on parts and workmanship performed and noted under the scope of the specific repair. Balances must be packaged to adequately protect them from damage in transit. Please refer to "How to Prepare a Balance for Shipment" available on our website and from our Returns Department.

Test Weights

No returns will be accepted for items that are specifically modified for the Customer's requirements. Examples of such modifications may include, but not necessarily limited to:

1. Weights that have been specifically built to the Customer's specifications
2. Standard product specifically modified to the Customer's specifications
3. Standard product engraved with serial numbers at the customer's request.
4. Laboratory procedure charges.
5. Laboratory documentation fees.

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Load Cell Evaluation Policy, Repairs, and Rates

We support, service, repair and perform warranty evaluations on all brand load cells. We also provide repair evaluation for other manufacturers' load cells through each manufacturer's established service policies.

Power Conditioning Policy

Scale Tech, Ltd. recommends the installation of AC and/or DC transient protection which has proven to be effective in significantly reducing both the frequency and degree of damage caused by AC and/or DC transient voltage occurrences. Scale Tech, Ltd. does not warrant or guarantee any transient protection device against damage or repair sold by it or any of its representatives or Authorized Resellers. Scale Tech, Ltd. does not warrant or guarantee any scale-related or other electrical/electronic device against damage or repair which is intended to be protected by any transient protection device sold by it or any of its representatives or Authorized Resellers. Any damage or repair expense resulting from a transient strike or occurrence including the transient device itself, as well as the components intended to be protected, will not be at the expense of Scale Tech, Ltd. No other warranty or guarantees—express or implied—contrary to this written policy are supported or acknowledged by Scale Tech, Ltd..

Field Service Rate Policy

For field service, we provide the services of highly-trained professionals for the following rate: \$440.00 list per work day + travel charges and expenses (not to exceed 1 man eight work hours). Additional daily hours are prorated at \$200.00/hour. An additional 50% charge is added for services performed on Saturday and Sunday. The Authorized Reseller is responsible for travel expenses between Toledo, Ohio and the job location, regardless of the mode of transportation. Meals, lodging, and shipment of special equipment to and from the onsite location are billed to you at cost.

Exchange Board Policy

Exchange Procedures

Simply call Scale Tech, Ltd.' Service Department and specify the exchange circuit board you require. We issue a Return Authorization number for your return and immediately ship you a reconditioned circuit board. Upon receipt of your returned product, an inspection is made to ensure that it can be rebuilt or repaired. If it meets the inspection/analysis criteria for our Exchange Program, a credit is immediately applied to your account. Credit is not issued on any returned product that, upon inspection and analysis by our Service Department, is determined to be unrepairable or obsolete. Circuit boards that have been physically altered or modified are not eligible for exchange. If your

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return does not qualify under these guidelines, you are contacted and disposition of your return is mutually agreed upon. Discontinued products' exchange boards may have limited availability.

Circuit Board Inspection/Analysis

All incoming boards are subject to an inspection to determine if they are eligible for our Exchange Program. A returned board is considered eligible for the Exchange Board Program provided it:

- has all its traces intact.
- does not contain corrosion, burn marks, or lightning damage.
- has not been field-repaired using incorrect soldering or service techniques.
- has not been painted or coated with a foreign substance.
- If sense traces are cut, no core credit.

Upon passing inspection, a credit for your returned board is immediately applied to your account.

Warranty

We offer a 120-day limited warranty on exchange circuit boards. The replacement board exchange list price is 50% of the new board list price. All level 1, 2, 3, and 4 Authorized Resellers receive a 25% discount off of the board exchange list price.